**DELL INTERVIEW**

Why this company?

They offer 80 hours of technical development every year.

They give the opportunity to travel which means I can work with a diverse group, from which I can learn from and develop skills and learn world class solutions. Developing my skills where the learning throughout the year never stops. People assume that as soon as you get out of education the learning stops, however l feel that this company will help me learn something new everyday.

Avanade is all about customer service, which I have perfected at Waitrose. By helping customers find solutions to their problems, which is why I would be a great fit, I like to help people and feel satisfied as our happiness lies in theirs, not only that, but we also realise that when we help people on a day to day basis, we create a difference because the secret to happiness is helping others.

Why me

Why this role

Strong academic background

Technology related subject

Java and uml

Team work in waitrose

(LOOK AT THE JOB DESCRIPTION)

Passion for technology

What this company can do for you

Women empowerment into leadership positions, over the past couple of years there has been a huge demand for women in technology, as Avanade is the number one employer they can provide me the opportunity to develop my skills, but also Avanade can help me and other women with support and the resources to thrive both professionally and personally. Avanade can help me advance to the top and help me and other women move closer to the top.

Use the STAR TECHNIQUE (SITUATION TASK ACTION RESULT)

Why this course

Why this university

Time where you dealt with a difficult team member

Situation: Talk about the time where you tried to contact mikulus as he wasn’t coming in as he wasn’t happy with the people who were in the group as he didn’t get to choose his group.

Task: group project for and had assigned all task to the relevant people however when it was time to show and tell he didn’t show up

Action: I held a group meeting with the rest of the colleagues to make a group decision, as I was group leader I had the ultimate decision as to what action would be taken however someone else had a different opinion so we agreed to disagree, which basically was that I alone had a meeting with him as he would only agree to meet me because his initial problem was that he wasn’t getting along with group members. Then we held an informal meeting with everyone there so that we could all communicate with each other.

Result: the result was that mikulus started contributing again and it all worked out and we all agreed that we need to be civil, and that communication and time management are key because as a group leader if I left it too long then the project might not have been completed key

Time where you worked well in a team

Use the STAR TECHNIQUE (SITUATION TASK ACTION RESULT)

Situation: team members thought there ideas weren’t being heard and felt no communication was there.

Task: the task was to make a raspberry pi robot. My job was to write the report, buy the equipment and test it out. Now when something wasn’t working or if I needed help, one skill I used was communication especially with how to go about with this project because it was mainly trial and error, so I had to make sure that although they were my friends I was working with, I had to treat them like professionals and not as my friends. The problem with the technology side of this project was not everybody was happy with the decisions in the group as certain members thought that their ideas weren’t being listened to.

Action: being Co-team leader meant I had to consult with the other team leader with the decisions that were made. I decided to use the technique of conflict management, which is an important team work skill to use to make sure everyone was happy with the team’s choices. I then held a group meeting just to listen and jot down everyone’s ideas to make sure everyone was being heard and their ideas were being taken into consideration.

Result: By listening it showed an important part of communication, by listening to the ideas of you peers it makes you an effective team member. It demonstrates concern, asking question for clarification and using nonverbal cues, this then made my team realise that although we may not show it we are always there for any concerns that they have. Furthermore, it showed a sense of reliability on me as co-team leader as they came to confide in you.

Main WEAKNESS

I get frustrated when I see people not putting in the same effort into their work as I do, ive learn however especially during my part-time employment that people work in different ways and different speeds and I should accept the way they work as long as the work is getting done

Goldsmiths are known to be largest quality jeweller in the UK, they are known for working in a professional manner and going the extra mile for their customers. Goldsmiths is all about customer service, which I have perfected through part-time work.

Ability to adapt myself to new situation and catch on quick to new things, such as product knowledge or a new work environment. I pride myself for achieving sales targets as a Supervisor.

Working as a supervisor it was my responsibility to make sure there was a full team collaboration including myself. It was my responsibility to make sure my team always had a "can do" attitude and a positive attitude towards customer sand to the role required of them.

By taking this on it gave me the opportunity to develop my interpersonal skills by making sure everything was on point. By helping customers find solutions to their queries, going the extra mile for them, which is why I would be a great fit.

Helping people and getting that feeling of satisfaction but we also realise that when we help people on a day to day basis, we create a difference in their lives. A natural talent for talking engaging with customers on a day to day basis with over 5 years and delivering excellent customer service.